

31 MAR Update from your Medical Providers at PHC

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This time in our lives is a time of great uncertainty for all of us at Personalized HealthCare, both patients and staff. At PHC we have been following the changes closely and planning how we can best meet our commitment to care for all of you to maximize your health and well-being.

PHC instituted temporary protocols for patients accessing the office several weeks ago, and now these protocols need to be modified to meet evolving conditions. The new protocol is as follows:

- Do not come to the office. Call **520-795-4100** and our staff will screen you. Your questionnaire will be reviewed immediately by a medical provider. Based on your answers to the screening questions, the medical provider will instruct the staff to inform you whether a tele-med virtual medical visit or if you should come in for an in-office visit.
 - If you have been scheduled for a tele-med visit, you will be contacted by the staff and provided with instructions about the options available for tele-med visits and how the visit will be initiated.
 - If you have been instructed to come in for an in-office meeting you will be directed to come to the front of the PHC building where you will be met by a PHC staff member at a table outside under a canopy. To avoid unnecessary exposure for you, other patients, and staff, the staff member that meets you will be wearing full protective equipment. The staff member will check you in, take your vitals, then escort you into the building to the exam room where you will be seen by your medical provider. If there is not a staff member at the canopy in the front of the building when you arrive, remain in your car, and call **520-795-4100** to let the staff know you have arrived.
 - If there is a patient already in the canopy area, please stay in your car until they are gone and the staff member has returned and disinfected the area. You will be signaled when it is safe.
 - Only the patient that is being seen by a medical provider is permitted to enter the building. The exception to this rule is if the patient requires a care-giver or some other type of essential support.
2. All non-essential medical appointments should be postponed. This includes well-visits, physicals, and chronic stable condition monitoring (i.e. routine follow up visits). Many of these types of visits can be performed through tele-medicine options.
 4. It would be helpful for patients have a pulse oximeter (a fingertip device that measures heart rate and oxygen saturation of the blood) and a reliable digital thermometer at home. This will enable you to report your temperature, oxygen saturation and pulse rate if consulting remotely with your Medical Provider. Pulse oximeters and digital thermometers are readily available at drug stores.
 5. Dr. Wool is on Twitter, **@realwoolmd**, and is sending out important updates which are also posted at the top page of the website, pchoftucson.com. You can sign-up to follow **@realwoolmd** on the PHC website **phcoftucson.com**. The Twitter symbol is in the middle block of the banner at the top of the website. Click on the button and follow the instructions.